



# My Healthy News

MHLA Participants' Newsletter

## Important Information About Your New ID Card!

Hello, and please enjoy this important information!

**Today, you are getting a new MHLA ID card.** Be sure to throw away your old card and put this new one in your wallet. This new card has important pharmacy information. Always bring this new MHLA ID card with you when you go to the pharmacy. Without this card, your pharmacist may not be able to give you your medicine.



You now have more options of where to get your medicine. If you want to continue getting your medicine at your clinic, that is ok. But if you want to pick up your medicine at a pharmacy near your house or work, now you can! **This new MHLA ID card means you can get your medicine at hundreds of pharmacies in Los Angeles County.** It may even be possible for your medicines to be mailed to your house or clinic.

MHLA now works with a pharmacy company called **Ventegra**. Together, we are giving you more pharmacy choices! You can get your medi-

cines in the evening and on week-ends! And remember, **YOUR MEDICINE IS FREE with MHLA**. Call MHLA Member Services at 1 (844) 744-6452 if you are asked to pay for your prescription medicines.

Talk to your medical home clinic about your pharmacy options, or **call Ventegra at 1-855-444-7757** to find a pharmacy close to you.

It's important that the pharmacist knows about all your medicines you are taking right now. Be sure to tell them about any allergies you have to any medicine. Also, be sure to ask the pharmacist any questions you have.

### "Special" Medicines

Sometimes you may be asked to take a medicine that is not carried by a pharmacy or your clinic. If this happens, you may need to go to a different pharmacy at another location to get these "special" medicines. Your clinic will let you know where to go.

Ventegra has a website that lists the pharmacies where you can pick up your medicine: **<http://ventegra.com/mhla>** or call them at **1-855-444-7757**.

If you ever need help getting your medicine, Ventegra can help you Monday through Friday from 5:00 AM to 9:00 PM PST, and on Saturdays and Sundays from 7:00 AM to 7:00 PM PST. Call them at 1 (855) 444-7757.

### The new MHLA ID Card has been updated with new, important pharmacy information

Your pharmacy will need to see this MHLA ID Card every time you get your medicine. Please keep it with you at all times and call MHLA Member Services at 1-844-744-6452 if you lose it.



Participant ID: **Member ID**

DOB:

Language:

**MY HEALTH LA (MHLA)**

### MEMBER NAME

Medical Home Clinic:

Medical Home Address:

Medical Home Phone:

**MedicalHomeAdminPhone**

BIN #012528

PCN VENTEG

GROUP MHLA

**THIS CARD IS FOR IDENTIFICATION ONLY  
IT DOES NOT GUARANTEE ELIGIBILITY IN MHLA**

Show this card when you visit your doctor or pharmacy. If possible, go to a Department of Health Services hospital for an emergency, or call 911.

<b>Mental Health</b> .....	<b>1-800-854-7771</b>
<b>Substance Abuse</b> .....	<b>1-844-804-7500</b>
<b>Pharmacy</b> .....	<b>1-855-444-7757</b>
<b>MHLA Questions</b> .....	<b>1-844-744-6452</b>

Muestre esta tarjeta cuando consulte a su doctor o la farmacia. Si es posible, vaya a un hospital del Departamento de Servicios de Salud para una emergencia, o llame al 911.

<b>Salud Mental</b> .....	<b>1-800-854-7771</b>
<b>Abuso de Sustancias</b> .....	<b>1-844-804-7500</b>
<b>Farmacia</b> .....	<b>1-855-444-7757</b>
<b>Preguntas de MHLA</b> .....	<b>1-844-744-6452</b>

MHLA is NOT health insurance and will not cover any services, including emergency care, outside of the MHLA network. Visit <http://dhs.lacounty.gov/MHLA> for more information.

## New MHLA ID Cards!

## Your Information is Safe at MHLA

### LOST MHLA ID CARDS

If you did not receive your MHLA ID card or lost it, call MHLA Member Services at 1 (844) 744-6452. It is free to replace your ID card. Call as soon as possible because it takes a few weeks to get it to you. If you need to pick up a medicine at pharmacy while you wait for your new MHLA ID card, you can use your MHLA enrollment letter until your new ID card arrives in the mail. Or, talk to your medical home clinic who can help you.

**Remember, keep your MHLA ID Card with you at all times!**

Many people are worried about their personal security and safety right now. It is a scary time. The stories we see about federal immigration authorities in the news have caused some people to be afraid of applying for or renewing their MHLA. But you don't have to be afraid—**MHLA does not share your information with immigration agents.**

Workers at your medical home clinic and Los Angeles County hospitals will ask you for personal information to find out

**Do not be afraid  
to go to the doctor.**

*(Continued below)*



My Health LA  
Department of Health Services-Managed Care Services  
1100 Corporate Center Drive, Suite 100  
Monterey Park, California 91754

## Renew your MHLA and Keep your Medical Appointments

what health program is best for you and for your family. **We keep all of your information confidential.** Any information you provide when applying for MHLA is only used to enroll you in the MHLA program—not for immigration purposes. This is also true

**Do not let fear stop you or your family from enrolling or renewing your health care.**

for Medi-Cal and for Covered California.

**Do not be afraid to go to the doctor, the clinic, the hospital or the emergency room to get the health care you or your children need.** Do not let fear stop you or your family from enrolling or renewing in MHLA. Your information is safe with us.

Our doctors, nurses, and medical home clinic workers care about you. We speak many languages and will protect your privacy.

**The MHLA program is not going away**, regardless of what happens to the Affordable Care Act (or “Obamacare”). MHLA participants can get medical care with no fear. MHLA is still here to help you.

If you have any questions, contact our MHLA Member Services Department at 1 (844) 744-6452.

Please be well, stay healthy, and have a good summer.

